

**Eastern Virginia Local Human Rights Committee
Meeting Minutes
October 24 2013**

A meeting of the Eastern Virginia Local Human Rights Committee was held on Thursday, October 24, 2013, at St. Mary's Home for Disabled Children, 6171 Kempsville Circle, Norfolk, VA 23502.

Members Present:

Mr. Matthew Albright, Chair
Ms. Denise Gordon, Vice Chair
Mr. David Paige, Secretary
Mr. John Dickinson, Member
Ms. Donna Collier, Member

Members Absent:

None

Providers Present:

Jacqueline Parker-Mazyck, SC/QMRP, Holiday House of Portsmouth, Inc
Melanie Draughn, SW/HRC Liaison, Holiday House of Portsmouth, Inc
Lucy Rotich, Maryview Behavioral Medicine Center
Melanie Perez-Lopez, SW, St. Mary's Home for Disabled Children
Theresa Waldo, Psychologist, St. Mary's Home for Disabled Children
Rizal Cruz, AC Support Systems
Heather Shumate, Case Manager, Bair Foundation
Greg LeFever, Administrator, Better Life Services, Inc.
Ronnie Brown, Owner, Community Options LLC
Yvonne Green, Coordinator, Virginia Home Based Counseling
Aman Massaquoi CEO, Angel House Inc
Mercedes Santos-Bell, Envision Family Services
Shemora Richardson, Jerious Counseling Services LLC
Dr. Damon Cary, Cary Associates – Youth Empowerment Services
Theresa Sands-Dowling, Cary Associates – Youth Empowerment Services
Deborah Bareika-Individual Choices
Carmalita Kovach-Watts, AIM Family Services, LLC
Deborah Hamilton, AIM Family Services, LLC
Terrell Cuffee, Potentials In Life
Psalms Assistive Support Services LLC-Latisha Holloway

Providers Absent:

None

Also Present Was:

Stewart Prost, Human Rights Advocate

I. **Call to Order**

Matthew Albright, called the regular session of the EVLHRC meeting to order at 9:05am, and Mrs. Theresa Waldo, School Psychologist for St. Mary's, recorded the minutes. A quorum of members was present, and the meeting, having been duly convened, was ready to proceed.

II. **Approval of Meeting Agenda**

Meeting agenda was reviewed. Mr. Prost recommended that his reports be after all the program reports so that the program reports are together. The Agenda was approved, motion made by Mr. John Dickinson and seconded by Ms. Denise Gordon and was unanimously approved.

III. **Review of Minutes**

A motion to accept the minutes from our August 1, 2013 meeting as presented by Mr. Matthew Albright was motioned by Mr. John Dickinson and seconded by Ms. Denise Gordon. Minutes were unanimously approved.

IV. **Public Comment**

There were no members of the public present.

V. **Old Business**

The Freedom of Information Training will be covered at this meeting.

VI. **New Business**

Mr. Albright noted that he has a new email address: fyrepup@outlook.com. Mr. Dickinson reminded the provider group of his mailing address as: 15333 Burnt Mills Lane, Windsor, VA, 23487. Mr. Albright thanked Holiday House for having him to their TOVA training and Ms. Gordon for providing his transportation to and from the meeting and welcomed then new member Donna Collier.

VII. **Program Updates**

i. **The Bair Foundation**

Heather Shumate presented and announced their new director as Tina Parsal. We have nothing to report at this time.

ii. **Community Options**

Ronnie Brown, Program Director was present. He requested affiliation for his new location at 1905 Laigh Road, Portsmouth, VA, which is already licensed and they have 2 clients. Mr. Dickinson made a motion to accept this new affiliate which Ms. Gordon seconded and it was unanimously approved. They have 3 clients and they did not have anything to report.

iii. **Holiday House of Portsmouth, Inc**

Melanie Draughn presented, this quarter they reported at capacity. They reported 3

serious injuries in June, 1 serious injury in August and 2 serious injuries in September which they will discuss in Executive Session. There were no allegations of abuse and no complaints.

iv. **Maryview Behavioral Medicine Center**

Lucy Rotich presented their report. She reported 2 complaints both resolved, one serious case in August and an abuse case that was resolved. She will be reporting in executive session. She was late to meeting and apologized for being late.

v. **Psalms Assistive Support Services**

Latasha Holloway presented. No complaints, no clients, not licensed yet. Stuart reminded her that she still has to submit her report. She said she emailed it about 3 weeks and Mr. Prost suggested she try again and reminded everyone not to expect Carmen to distribute reports to the committee.

vi. **AC Support System**

Rizal Cruz presented. There were no complaints or allegations. Mr. Dickinson requested mailed reports from AC Supports and repeated his address with phone number at Mr. Albright's request. 15333 Burnt Mills Lane, Windsor, VA, 23487, phone 357-5943.

vii. **St. Mary's Home for Disabled Children / The Albero House**

Melanie Perez-Lopez presented. During this quarter we had 86 residents at St. Mary's. There was 1 incident of neglect. Will meet in executive session. There was 1 resident at Albero House.

viii. **Better Life Services**

Greg LeFever presented. We have 78 clients with 0 cases of abuse, complaint, or neglect to report. Mr. Prost requested a local address for this affiliate. It was given as: 2115 Executive Dr. Suite 9C, Hampton, VA 23666. Phone 757-838-4647.

ix. **Virginia Home Based Counseling, P.C. and Virginia Support Services, P.C.**

Yvonne Green presented. No allegations of abuse or neglect. No complaints. Currently serving 76 in supported services and 27 in home based.

x. **A Positive Living**

Is no longer affiliated. No one present for this organization.

xi. **VA Home Based Counseling**

Yvonne Green presented. There have been no allegations of abuse or neglect. We are currently servicing 16 in home-based and 60 in supported services.

xii. **Angel House**

Aman Massaquoi presented. Still unlicensed and have no incidents to report. We are still waiting for final inspection for licensing. Report sent in late but Mr. Prost said we got them.

- xiii. **Envision Family Services**
Mercedes Santos Bell, Executive Director came and was excused by chair. Nothing new to add reported by chair
- xiv. **Jerious Counseling Group**
Shenora Richardson presented. We have 7 clients. We have no allegations of abuse or neglect and no complaints.
- xv. **Cary Associates Youth Empowerment Services**
Dr. Damon Cary reported. Two weeks ago had a surprise visit from licensure and have 2nd conditional until May 2014 for up to 15 clients in intensive in home program. Reports were sent in. They are doing wonderful.
- xvi. **Individual Choices**
No admission of additional individuals. They were also visited by licensure. They do need to talk about protective devices on one individual in executive session
- xvii. **AIM Family Services**
No one present from the organization. Mr. Prost said he doesn't believe they are licensed yet and that they aren't serving anyone. They were just affiliated last May and are still waiting on the licensure visit.
- xviii. **Potentials In Life**
Terrell Cuffee reported. Not serving any clients yet. Nothing to report. Ed Gonzales is their licensure contact and they are expecting him.

VIII. **Office of Human Rights**

Mr. Stewart Prost started his portion with the comment that Mrs. Carmen Genera is out on medical leave and that other St. Mary's staff will take her role during the meeting. He also spoke for the entire committee wishing her well in her recovery. Mr. Stewart Prost updated the status of this committee. Mr. Prost mentioned that the committee is full and that is very good but suggested we might want to start recruiting another member to fill the vacancy that Ms. Gordon will leave when her term expires on June 30, 2014 and that her last meeting of attendance will be April 24, 2014. The vacancy she will leave the committee with is the general vacancy spot that can be filled by a family member, a professional, or anyone who is interested in serving on the committee.

Mr. Prost mentioned that for the most part everyone is getting their reports in but reminded everyone that the reports are supposed to be in to Mrs. Carmen Genera 2 weeks before the meeting. She compiles them and makes them part of the minutes. LHRC liaison is not Mr. Prost. He is the technical adviser and Human Rights advocate. Under licensing specialist put the person you call when you have a question. It is not Reginald Day. On the 3rd page please answer, do not put NA-everything is applicable. Mr. Prost announced a State Human Rights meeting for 10-25-13 at Riverside, 2244 Executive Drive with the general meeting starting at 9:30 and that everyone is invited. There will be a couple of hearings both will probably be closed session.

Mr. Stewart Prost then mentioned templates the state is working on to find ways to resolve issues at the lowest possible level without coming to the committee including these three areas: allegations of abuse and neglect, complaints regarding rights violations and general complaints. There are different time lines because of confusion for providers and individuals.

Mr. Prost also wanted to mention that the Computerized Human Rights Information System (CHRIS) is experiencing some glitches and if you have Google Chrome, Safari, and possibly Firefox you will not be able to work with CHRIS. If you have internet Explorer, especially older software is better. On Internet 9 or newer you will be able to enter serious injuries, deaths and abuse allegations but won't be able to enter in complaints. If you can't get in continue to fax reports to office in Williamsburg. The time lines for allegations are within 24 hours, complaints 24 hours from the next business day once you get the report. If you have trouble just call Mr. Prost, if there are issues let them know. They have developed a tip sheet for abuse allegations (2-sided, trying to be green). In order to close cases in the system you have to have certain information in them or you can't close them. Sometimes he can figure it out. The final investigation report and date closed are both needed. You must put both dates in or they can't close the case. Goal is instead of sending all this paper back and forth eventually you will do all of your reports on line. Any questions, concerns, or comments.

AIM arrived late with no report.

Mr. Albright asked if there were any questions for the Human Rights advocate.

Mr. Prost suggested the Freedom of Information training be done and that the 2014 meeting dates be set. The Freedom of Information training was deferred to after the executive sessions.

Open Session

Mr. Albright noted the meeting dates for 2014 as: January 23, April 24, July 24, and Oct 23. Mr. Dickinson asked if the meetings could be changed to 9:30 since traffic is better for him then and all agreed. Mr. Albright asked that when the meeting dates go out make sure the meeting time is listed as 9:30

IX. Closed Session for Human Rights Complaints, Abuse, Discrimination, Formal/Informal Complaints:

At 10:30am Mrs. Donna Collier moved the EVLHRC go into executive session pursuant to the Virginia Code Section 2.2-3711 A (4) for the protection of the privacy of individuals in personal matters not related to public business. Namely for the purpose of reviewing behavior programming and client specific data and/or complaints, and or investigations for authorized representatives for Individual Choices, Holiday House of Portsmouth, Inc, Maryview Behavioral Medicine Center, St. Mary's Home for Disabled Children and to interview a perspective member. Motion was made by Mr. John Dickinson and seconded by Mr. David Paige. All members present voted in favor of the motion. The motion was made to accept the information given during closed Executive Session and go into open

session. All members present voted in favor of the motion.

Upon reconvening in open session, each member of EVLHRC certified that, to the best of each EVLHRC Member's knowledge, only public business matters lawfully exempted from statutory open meeting requirements, and only public business matters identified in the motion to convene the executive session were discussed in the executive session. See attached record of Executive Session.

X. **Adjournment**

The meeting adjourned at 11:24 a.m.

XI. **Next Meeting:**

The next meeting of the Eastern Virginia Local Human Rights Committee will be held on Thursday, January 23, 2014, at 9:30, at St. Mary's Home for Disabled Children, 6171 Kempsville Circle, Norfolk, VA 23502. St. Mary's Home for Disabled Children will provide refreshments.

Provider Quarterly Report of Human Rights Activities

Name of Provider: Holiday House of Portsmouth, Inc ICF/IID
Local Human Rights Committee: Eastern Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Melanie J. Draughn, BSW, QIDP
Name of Licensing Specialist: Dennis Riddick, Licensing Specialist
Number of individuals served by provider in this quarter: 28
Quarter: July, August, September 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 1

Cases Pending: 0

Cases Closed: 0

July 2013

Total Counts Alleged by Type:

Physical: 0 Sexual: 0

Verbal: 0 Neglect: 0

Neglect (Peer to Peer) 0

Exploitation: 0

Other: **Serious Injury** 3 Restraint:

August 2013

Total Counts Occurred by Type:

Physical: 0 Sexual: 0

Verbal: 0 **Neglect: 1**

Neglect (Peer to Peer):

Exploitation:

Other: **Serious Injury: 1**

September 2013

Total Counts Alleged by Type:

Physical: 0

Sexual: 0

Verbal: 0 Neglect:

Neglect (Peer to Peer) 0

Exploitation: 0

Other: **Serious Injury** 2 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Holiday House of Portsmouth had 3 serious injuries in the month of July 2013, 1 allegation of neglect in August 2013, and 1 serious injury in August 2013 and 2 serious injuries in September 2013 that will be discussed in executive session.

DK (Protective Mitt) for medical use will be discussed in executive session.

IK: New Admission (Elbow Splints) will be discussed in executive session.

Status of Complaint Cases

Total of Complaint Cases: 0

Number of cases resulting in a violation: 0

Cases Pending: 0

Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0

Dignity: 0

Services: 0

Participation in Decision Making: 0

Confidentiality: 0

Access to an Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0
Number of complaints resolved in the Formal Process: 0
Below Director: _____
Director: _____
Commissioner: _____
LHRC: _____
SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Allegations of Abuse: Holiday House of Portsmouth uses the following efforts to ensure allegations of abuse and neglect are captured as reported by the regulations. Upon receipt of any allegation of abuse or neglect this facility takes steps to protect the safety and welfare of the individual, suspend the suspected employee pending outcome of the investigation, ensure that Human Rights Advocate and Regulatory Authorities have been notified within a 24 hour time frame, and completed within a 5 day time frame. This facility notifies parents and child protective services.

Human Rights Complaints: A procedure is established to allow for individuals or their parents/ authorized representatives to present their dissatisfaction with any aspect of the Holiday House program, and to seek satisfactory redress and resolution. The Holiday house will make every attempt to resolve complaints at earliest possible step. The Holiday House of Portsmouth will provide assistance and support to individual with the complaint process.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Holiday House of Portsmouth, Inc has not had any changes to DBHDS license, or citations for this quarter.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Holiday House of Portsmouth has not added any new or amended policies, procedures or program rules.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Holiday House of Portsmouth staff network with other professionals in the field of intellectual disabilities to continue to seek and recruit members for the Eastern Virginia Local Human Right Committee.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

DK: Protective mitt

IK: Elbow Splints (New Admission)

Provider Quarterly Report of Human Rights Activities

Name of Provider: Maryview Behavioral Medicine Services
Local Human Rights Committee: Eastern Virginia LHRC
Name of Provider LHRC Liaison: Lucy Rotich, RN, BSN, MSA, Administrative Director
Name of Licensing Specialist: Reginald Daye, Dept. of Behavioral Health and Developmental Services
Number of individuals served by provider in this quarter: 687
Quarter: 3rd

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 1
Cases Pending:
Cases Closed: 1

Total Counts Alleged by Type:

Physical: Sexual:
Verbal: Neglect:
Neglect (Peer to Peer): 1
Exploitation:
Other: Restraint:

Total Counts Occurred by Type:

Physical: Sexual:
Verbal: Neglect:
Neglect (Peer to Peer): 1
Exploitation:
Other: 1 Restraint: 4

Serious Injury

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 2
Number of cases resulting in a violation:
Cases Pending:
Cases Closed: 2

Complaint Category Totals:

Assurance of Rights:
Dignity:
Services:
Participation in Decision Making: 2
Confidentiality:
Access to and Amendment of Services record:
Restrictions on Freedoms of Everyday Life:
Use of Seclusion Restraint and Time Out:
Work:
Research:
Complaint and Fair Hearing:
Determination of Capacity to give consent:
Authorized Representatives:
Complaint Resolution:
Reporting Requirements:

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 2

Number of complaints resolved in the Formal Process: _____

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Patients are provided with a copy of rights on admission and this is repeated as a part of program each day. Nurse Managers, supervisors and directors are informed of any allegations by patient and investigates.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

None.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

Provider Quarterly Report of Human Rights Activities

Name of Provider: St. Mary's Home for Disabled Children
Human Rights Committee: Eastern Virginia LHRC
Name of Provider LHRC Liaison: Melanie Perez-Lopez
Name of Licensing Specialist: Nate Woodard
Number of individuals served by provider in this quarter: 86
Quarter : July 1 to September 30, 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 1
Cases Pending: 0
Cases Closed: 1

Total Counts Alleged by Type:

Physical: _____ Sexual: _____
Verbal: _____ Neglect: 1
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Total Counts Occurred by Type:

Physical: _____ Sexual: _____
Verbal: 0 Neglect: 1
Neglect (Peer to Peer): _____
Exploitation: _____
Other: 1 Restraint: _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Details will be discussed in Executive Session.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: _____
Dignity: _____
Services: _____
Participation in Decision Making: _____
Confidentiality: _____
Access to and Amendment of Services record: _____
Restrictions on Freedoms of Everyday Life: _____
Use of Seclusion Restraint and Time Out: _____
Work: _____
Research: _____
Complaint and Fair Hearing: _____
Determination of Capacity to give consent: _____
Authorized Representatives: _____
Complaint Resolution: _____
Reporting Requirements: _____

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 0Number of complaints resolved in the Formal Process: 0

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

St. Mary's HDC process is a reporting of any "event" on an Event Report and daily "huddle" (M-F) to address the reports with key staff. QI reports any events of alleged abuse or neglect to Social Work immediately upon receipt. Staff can also directly report to Social Work in writing (privately and confidentially) or verbally any suspected abuse/ neglect referrals.

Staff Development does an annual inservice on our Human Rights policy and our Abuse and Neglect policy. They also orient any new employees.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

St. Mary's is adding the Albergo House to our existing license which will house 12 adults over the age of 22. We anticipate that 12 of our residents will transition to the Albergo House as they age-out of the Children's facility. Albergo House is also now affiliated with this EVLHRC. We had a successful inspection with licensing on July 9, 2013 and will anticipate receiving our license within a week.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

St. Mary's HDC has not added any new policies, procedures or programs. The Albergo House (for adults) should be opening in July or August of 2013, however we anticipate that the Human Rights policy and procedures will follow our established policies as in the Children's facility.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.
See report from last quarter.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out.

St. Mary's HDC received a variance to have our behavior plans reviewed by our SCC.

Plans are to be reviewed by our Positive Behavior Support Committee and SCC in October, 2013.

Provider Quarterly Report of Human Rights Activities

Name of Provider: AC SUPPORT SYSTEM LLC Local
Human Rights Committee: Easter Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Reginald Daye
Name of Licensing Specialist: ED Gonzales
Number of individuals served by provider in this quarter: 9
Quarter: October 24, 2013

Status of Allegations of Abuse and Neglect Number of
Abuse Allegation cases: 0 Cases Pending:
n/a
Cases Closed: n/a

Total Counts Alleged by Type:

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Total Counts Occurred by Type:

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0 Cases
Pending: n/a
Cases Closed: n/a

Complaint Category Totals: Assurance of
Rights: 0 Dignity: 0
Services: 0

Participation in Decision Making: 0

Confidentiality: 0

Access to and Amendment of Services record: 0

Restrictions on Freedoms of Everyday Life: 0 Use of

Seclusion Restraint and Time Out: 0 Work:
0

Research: 0 Complaint and

Fair Hearing: 0

Determination of Capacity to give consent: 0

Authorized Representatives: 0

Complaint Resolution: 0 Reporting

Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: n/a

Number of complaints resolved in the Formal Process: n/a

Below Director: n/a
Director: n/a
Commissioner: n/a LHRC: n/a
SHRC: n/a

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

n/a

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

N/A

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

n/a

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

n/a

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

n/a

Provider Quarterly Report of Human Rights Activities

Name of Provider: The Bair Foundation
Local Human Rights Committee: Eastern Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Sheri A. Fayton
Name of Licensing Specialist: Susan Johnson
Number of individuals served by provider in this quarter: None
Quarter : July- September 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 0Number of complaints resolved in the Formal Process: 0Below Director: N/ADirector: N/ACommissioner: N/ALHRC: N/ASHRC: N/A**Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable: None

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: none

Provider Quarterly Report of Human Rights Activities

Name of Provider: Better Life Services, Inc.
Local Human Rights Committee: Eastern Virginia
Name of Provider LHRC Liaison: Greg LeFever
Name of Licensing Specialist: Gale Schreiner
Number of individuals served by provider in this quarter: 83
Quarter : July 1– Sept 30, 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0

Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0
Number of complaints resolved in the Formal Process: 0

Below Director:

Director:

Commissioner:

LHRC:

SHRC:

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

No incidents

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Request for Intensive In Home Service addition

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

Provider Quarterly Report of Human Rights Activities

Name of Provider: Community Options, LLC
Local Human Rights Committee: Easter Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Reginald Daye
Name of Licensing Specialist: Dennis Riddick
Number of individuals served by provider in this quarter: 3
Quarter : 4th - October 25, 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: n/a
Cases Closed: n/a

Total Counts Alleged by Type:

Physical: Sexual:
Verbal: Neglect:
Neglect (Peer to Peer):
Exploitation:
Other: Restraint:

Total Counts Occurred by Type:

Physical: Sexual:
Verbal: Neglect:
Neglect (Peer to Peer):
Exploitation:
Other: Restraint:

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: n/a
Cases Closed: n/a

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0

Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: n/a
Number of complaints resolved in the Formal Process: n/a

Below Director: n/a
Director: n/a
Commissioner: n/a
LHRC: n/a
SHRC: n/a

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

None

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

None

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

None

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

None

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

None

Provider Quarterly Report of Human Rights Activities

Name of Provider: Virginia Home Based Counseling
Local Human Rights Committee: EVA LHRC
Name of Provider LHRC Liaison: Yvonne Green
Name of Licensing Specialist: Carol Schreiner
Number of individuals served by provider in this quarter: 27
Quarter : 3rd

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases : 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0

Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0
Number of complaints resolved in the Formal Process:

Below Director: 0
Director: 0
Commissioner: 0
LHRC: 0
SHRC: 0

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. Same as previously reported

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. None

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. Using handle with care since December

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. None this quarter

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

Provider Quarterly Report of Human Rights Activities

Name of Provider: _____ Psalms Assistive Support Services _____

Local Human Rights Committee: _____

Name of Provider LHRC Liaison: _____

Name of Licensing Specialist: _____ Nathan Woodard _____

Number of individuals served by provider in this quarter: _____ 0 _____

Quarter : _____ 3rd _____

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: _____ 0 _____

Cases Pending: _____ 0 _____

Cases Closed: _____ 0 _____

Total Counts Alleged by Type:

Physical: 0 _____ Sexual: 0 _____

Verbal: 0 _____ Neglect: 0 _____

Neglect (Peer to Peer): 0 _____

Exploitation: 0 _____

Other: 0 _____ Restraint: _____ 0 _____

Total Counts Occurred by Type:

Physical: 0 _____ Sexual: 0 _____

Verbal: _____ Neglect: 0 _____

Neglect (Peer to Peer): 0 _____

Exploitation: _____ 0 _____

Other: 0 _____ Restraint: 0 _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: _____

Number of cases resulting in a violation: _____

Cases Pending: _____

Cases Closed: _____

Complaint Category Totals:

Assurance of Rights: _____

Dignity: _____

Services: _____

Participation in Decision Making; _____

Confidentiality: _____

Access to and Amendment of Services record: _____

Restrictions on Freedoms of Everyday Life: _____

Use of Seclusion Restraint and Time Out: _____

Work: _____

Research: _____

Complaint and Fair Hearing; _____

Determination of Capacity to give consent: _____

Authorized Representatives: _____

Complaint Resolution: _____

Reporting Requirements: _____

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: _____

Number of complaints resolved in the Formal Process: _____

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

Provider Quarterly Report of Human Rights Activities

Name of Provider: Angel House, Inc.
Local Human Rights Committee: Eastern Virginia Local HR
Name of Provider LHRC Liaison: Stewart Prost
Name of Licensing Specialist: Ed Gonzalez
Number of individuals served by provider in this quarter: 0
Quarter : September 30, 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: _____ 0

Number of complaints resolved in the Formal Process: _____ 0

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

No Activity

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

None

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

None

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

None

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

None

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

None

Provider Quarterly Report of Human Rights Activities

Name of Provider: Envision Family Services, LLC
Local Human Rights Committee: Eastern Virginia LHRC Region 5
Name of Provider LHRC Liaison: Mercedes Santos-Bell & Shanequa Vass, Co-Owners
Name of Licensing Specialist: Nerissa Rhodes
Number of individuals served by provider in this quarter: 15
Quarter : 3rd Quarterly Report (July 2013-September 2013)

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

None

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 0Number of complaints resolved in the Formal Process: 0

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation, **None**
- a request for fact-finding (LHRC hearing) **None**
- a Corrective Action Plan **None**

Additional reporting and review requirements as applicable:**None**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

None

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

As of October 2013, Envision Family Services was recommended for Annual License by License Specialist Nerissa Rhodes

cell: [804-240-1104](tel:804-240-1104)fax: [757-424-8348](tel:757-424-8348)email: nerissa.rhodes@dbhds.virginia.gov

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

None

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Envision Family Services has provided information to participants' parents about recruitment and available committee positions.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: None

Provider Quarterly Report of Human Rights Activities

Name of Provider: Jerious Counseling Services, LLC
Local Human Rights Committee: Eastern Virginia Regional Local Human Rights Committee
Name of Provider LHRC Liaison: Jacqueline Taylor
Name of Licensing Specialist: Mr. ED Gonzales
Number of individuals served by provider in this quarter: 4
Quarter: 4rd

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Jerious Counseling Services, LLC no corrective action at this time.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 0Number of complaints resolved in the Formal Process: 0

Below Director: _____

Director: Kimberly Johnson _____

Commissioner: _____

LHRC: Mr. PostSHRC: Mr. Day**Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. Jerious Counseling Services, LLC was licensed on March 1, 2013. We are serving at this moment 4 clients.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. No amended policies or rules at this time.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. No action taken at this time.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: 0

Provider Quarterly Report of Human Rights Activities

Name of Provider: Cary Associates LLC, DBA as Youth Empowerment Services
Local Human Rights Committee: Eastern Virginia Regional Local Human Rights Committee
Name of Provider LHRC Liaison: Theresa Sands-Dawling
Name of Licensing Specialist: Dennis Riddick
Number of individuals served by provider in this quarter: Ten (10)
Quarter : July-Sept. 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: none
Cases Pending: none
Cases Closed: none

Total Counts Alleged by Type: None

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Total Counts Occurred by Type: None

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Youth Empowerment Services is still unlicensed and is currently not serving any clients.

Status of Complaint Cases

Total of Complaint Cases: None
Number of cases resulting in a violation: _____
Cases Pending: _____
Cases Closed: _____

Complaint Category Totals: none

Assurance of Rights: _____
Dignity: _____
Services: _____
Participation in Decision Making: _____
Confidentiality: _____
Access to and Amendment of Services record: _____
Restrictions on Freedoms of Everyday Life: _____
Use of Seclusion Restraint and Time Out: _____
Work: _____
Research: _____
Complaint and Fair Hearing: _____
Determination of Capacity to give consent: _____
Authorized Representatives: _____
Complaint Resolution: _____
Reporting Requirements: _____

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: _____

Number of complaints resolved in the Formal Process: _____

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

None

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

There are no changes to the licensing status of Youth Empowerment Services. We still hold a conditional license valid through Nov. 19, 2013.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

None

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

We are in full support and understanding of our Local Human Rights Committee. We pledge to fully cooperate and provide input, suggestions, and assistance when asked, offered, or requested.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

None

Provider Quarterly Report of Human Rights Activities

Name of Provider: Individual Choices, Inc.
Local Human Rights Committee: Eastern Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Douglas Newsome
Name of Licensing Specialist: Dennis Riddick
Number of individuals served by provider in this quarter: Five
Quarter : Forth Quarter

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: Zero
Cases Pending: Zero
Cases Closed: Zero

Total Counts Alleged by Type:

Physical: Zero Sexual: Zero
Verbal: Zero Neglect: Zero
Neglect (Peer to Peer): Zero
Exploitation: Zero
Other: Zero Restraint: Zero

Total Counts Occurred by Type:

Physical: Zero Sexual: Zero
Verbal: Zero Neglect: Zero
Neglect (Peer to Peer) : Zero
Exploitation: Zero
Other: Zero Restraint: Zero

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: Zero
Number of cases resulting in a violation: Zero
Cases Pending: Zero
Cases Closed: Zero

Complaint Category Totals:

Assurance of Rights: Zero
Dignity: Zero
Services: Zero
Participation in Decision Making: Zero
Confidentiality: Zero
Access to and Amendment of Services record: Zero
Restrictions on Freedoms of Everyday Life: Zero
Use of Seclusion Restraint and Time Out: Zero
Work: Zero
Research: Zero
Complaint and Fair Hearing: Zero
Determination of Capacity to give consent: Zero
Authorized Representatives: Zero
Complaint Resolution: Zero
Reporting Requirements: ONE

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: Zero

Number of complaints resolved in the Formal Process: Zero

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Individual Choices, Inc. License was renewed in September and we received an additional conditional license – although we had no citations issued.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

We would like to discuss restrictive devices ordered by Person's Served physicians.

Provider Quarterly Report of Human Rights Activities

Name of Provider: AIM Family Service, LLC

Local Human Rights Committee: **Eastern Virginia Regional Local Human Rights Committee**

Name of Provider LHRC Liaison: Deborah Hamilton and Carmalita Kovach-Watts

Name of Licensing Specialist: Ed Gonzelas

Number of individuals served by provider in this quarter: 0

Quarter: 3rd

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0

Cases Pending: 0

Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

AIM Family Services, LLC is still unlicensed and is currently not serving any clients.

Status of Complaint Cases

Total of Complaint Cases: : 0

Number of cases resulting in a violation: 0

Cases Pending: 0

Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0

Dignity: 0

Services: 0

Participation in Decision Making: 0

Confidentiality: 0

Access to and Amendment of Services record: 0

Restrictions on Freedoms of Everyday Life: 0

Use of Seclusion Restraint and Time Out: 0

Work: 0

Research: 0

Complaint and Fair Hearing: 0

Determination of Capacity to give consent: 0

Authorized Representatives: 0

Complaint Resolution: 0

Reporting Requirements: 0

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 0Number of complaints resolved in the Formal Process: 0Below Director: 0Director: 0Commissioner: 0LHRC: 0SHRC: 0**Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

Provider Quarterly Report of Human Rights Activities

Name of Provider: Potentials In Life LLC
Local Human Rights Committee: Eastern Virginia Regional Local Human Rights Committee
Name of Provider LHRC Liaison: Terrell/Shunda Cuffee
Name of Licensing Specialist: Allison Hunter-Evans
Number of individuals served by provider in this quarter: 0
Quarter : _____

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 0Number of complaints resolved in the Formal Process: 0

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

EVLHRC QUARTERLY MEETING DATES AND LOCATIONS 2013

1 ST Quarterly Meeting	9:30 a.m., Thursday January 23, 2014	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
2 nd Quarterly Meeting	9:30 a.m., Thursday April 24, 2014	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
3 rd Quarterly Meeting	9:30 a.m., Thursday July 24, 2014	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
4 th Quarterly Meeting	9:30 a.m., Thursday October 23, 2013	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502